

## 8. Quick User Test Script

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### TO DO list before the test:

#### Set up (F)

1. Printed consent form, race details and smeq scale.
  2. Make RaceClocker ready on laptop and phone.
    - a. Remove all races
    - b. Open up race participants file
    - c. Open up questionnaire
  3. Set up lookback.io for the online-observer.
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### Session introduction

“Thank you for agreeing to take part in our research study. My name is [...], and this is [...]. I first want you to read and sign this consent form, in order to continue this user test.

“During the rest of the session, I’ll be working from a script to ensure that my instructions to everyone who participates in the study are the same.

“I’m here to learn about how race managers, organisers and time keepers uses the RaceClocker tool. By the way, I’m an independent researcher who had nothing to do with the design of the system you’re about to try out. So please be honest in your feedback – I am curious to know exactly what you think, not what you think I want to hear.

“During the session, I will ask you to perform several tasks. As you perform these tasks, please try to do whatever you would in normal circumstances.

“We encourage you to think out loud while performing the tasks. Just tell me whatever is going through your mind. Please know that we’re not testing you and there is no such thing as a wrong answer. You are doing this, to help us understand what works or doesn’t work about the system. So it does not have any time limit.

“We will have two main tasks for you to perform. The whole session will take about 30-45 minutes.

“Do you have any questions before we begin? *[Answer any questions.]*

## TASK 0

Can you please fill in the first part of this questionnaire, it is about your experience with sports and races.

*Let the participant fill in the questionnaire.*

## INTRODUCTION

Imagine you are organizing a rowing race in Delft. You have decided to use RaceClocker as a time tracking system before and during the race. The first main task is about the race preparations so **before** the race, and the second task will be about using RaceClocker **during** the race.

After each subtask I will ask you to rate the difficulty of the task on **this** (*point to the smeq squale*) scale. When you do the task, can you speak out what you see and what you do and when you are finished?

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### TASK 1A Create a new race

The race will take place on the 4th of march, the deadline for participants to sign up has passed so you can start to enter the participant information on the RaceClocker platform. You use RaceClocker to track the time participants start, pass by split points and of course, the finish.

We will ask you to set out the **2 km** rowing race called '**Delft Rowing**'

The race will take place on **04/03/2021** and starts at **11:00 at De nieuwe haven**. The participants will start in a **mass start**, there is one extra spot on which you would like to measure the time in between the start and finish, the split point is at the **bridge**.

Complete this task by saving your race.

Please perform the tasks, and talk out loud about everything you see, experience and think!

Can you show me your experience? And can you explain why?

*SMEQ SQALE*

### Task 1B Add a participant list

After creating a new race it is now time to add a participant list. Within the excel sheet are all the details about the participants which we would like you to add **all** to the race.

Can you show me your experience? And can you explain why?

*SMEQ SQALE*

## Task 1C Distribute timekeeper links

Great, you have now created the race! In order to be well prepared we would like you to share the timer links with the timekeepers.

You will personally perform the start time. The split point 1 timer should be shared with: [anna.smulders@live.nl](mailto:anna.smulders@live.nl). Finish with: maureen.sanchez@hotmail.com.

Can you show me your experience? And can you explain why?

*SMEQ SQALE*

## Task 1D Edit participant list and start type.

One of the participants has decided to unenroll for the race and therefore one spot came available. Please remove participant Isaac Igo (105) and add the new participant Mark van Berg (105), Male and from DDS.

Can you show me your experience? And can you explain why?

*SMEQ SQALE*

## Task 1E Changing start type.

Besides the change in the participant list you have also decided to change the start type from mass, to individual start.

Can you show me your experience? And can you explain why?

*SMEQ SQALE*

Today is the day of the race! You can forget the settings of the previous task and please click the next tab (*\*show the tab to the participant\**). We are continuing with this prepared rowing race and we will use the RaceClocker **during** the race.

### TASK 2A Start of the race, record start time & countdown timer

Imagine that the race will start in a few hours. your task today is to keep track of the time. As the boat starts, you start the timing with the RaceClocker. In front of you, we simulated the race with a start, a split point one and a finish. We will manually simulate the process of the race.

You need to record all the participants' starting time accurately. In order to create a smooth start all rowers will start one by one, therefore you still need to set a countdown timer to make the start of the race smooth. Please set a countdown timer for 10 seconds.

When the racers are ready it is time to start the race.

*Let the participant set a countdown timer and wait until (s)he is ready.*

Now, the race begins. You are sitting at the start of the race. All the participants are ready.

Can you show me your experience? And can you explain why?  
SMEQ SQALE

### TASK 2B Record split 1 starting time

The race has been going on for a while and all participants have started. Please imagine now that you are another timekeeper, you sit at one of the split points and are waiting for the first boats to pass your split point.

We will simulate the race in this point and hold up the corresponding BOW number for the participants. If we hold the BOW number up, please record the time of the corresponding participant.

*Hold up a number:*

102  
106  
108  
~~101~~

Can you stop for a moment and:

**2B1.** Imagine that you accidentally clicked the wrong BOW number with the corresponding time. Please change the last time (101) to BOW nr 103.

*Continue calling the next numbers:*

103  
110

### TASK 2C Record finish

The race has almost come to an end and the finish is getting near. Please again record the time to the corresponding BOW number.

*Hold up numbers:*

106  
108  
~~102~~

Can you stop for a moment and:

**2C1.** Imagine that you accidentally pressed a number but no participant has come by yet. Please undo the time of participant 102..

Can you show me your experience? And can you explain why?  
SMEQ SQALE

*Continue calling the next numbers:*

102  
103  
110  
109

Can you stop for a moment and:

**2C2.** Now two participants are about to finish at the same time, can you figure out how to record two times at the same time, number 101 and 107.

*Simulate that 107 and 101 are finishing at the same time.*

Can you show me your experience? And can you explain why?  
SMEQ SQALE

*Continue calling the next numbers:*

105  
104

Can you show me your experience? And can you explain why?  
SMEQ SQALE

### TASK 2D View results

The race has ended, please make sure the racers and audience can see the results!

Can you show me your experience? And can you explain why?

SMEQ SQALE